

# Agent Alert



May 14, 2020

## Medicare coordination of benefits mailing reminder

Medicare recently sent plans the annual coordination of benefits (COB) replacement file. Plans are required to replace all existing insurance information with the information in this file. Individual and group members that previously had a COB flag removed from their account may find that they have a new COB flag on their account. If there is a new COB flag, their prescription claims will be rejected as the Centers for Medicare & Medicaid Services (CMS) shows they have other primary insurance.

Starting mid-May, COB validation letters will be mailed to individual and group members advising them to contact their plan if the information in the letter is not correct. For certain types of coverage listed as primary insurance (liability insurance, no-fault insurance and workers' compensation), members must contact the other insurer, not MedicareBlue Rx. This is part of the annual COB validation requirement.

The COB validation letters are mailed to individual and group members who CMS shows as having other drug coverage. If the information in the letter is correct, the member takes no action. If the information is incorrect, the member must contact MedicareBlue Rx customer service.

If you receive questions about the COB mailing, advise members to contact the plan at the phone number listed in the letter.

Approximately 23,000 letters will be mailed throughout May and June.

### Questions? Call a Broker Help Desk

If you have questions, want to enroll an applicant by phone or help a member make a change, please contact the appropriate agent help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,\* Blue Cross and Blue Shield of Minnesota,\* Blue Cross and Blue Shield of Montana,\* Blue Cross and Blue Shield of Nebraska,\* Blue Cross Blue Shield of North Dakota,\* Wellmark Blue Cross and Blue Shield of South Dakota,\* and Blue Cross Blue Shield of Wyoming.\*

\*Independent licensees of the Blue Cross and Blue Shield Association.